



The Crescent Theatre | Sheepcote Street | Brindleyplace | Birmingham | B16 8AE

T: 0121 643 5858

Person Specification and Job Description Duty Manager

The Crescent Theatre has a reputation for producing theatre of the highest standard. Every volunteer and paid member of staff at the Crescent plays an important role in maintaining a professional and welcoming atmosphere. We are recruiting for a Duty Manager, a pivotal role in the Front of House team.

The Crescent Theatre was established in 1923 as a theatre company for members and is the largest amateur theatre company in the West Midlands. The Crescent Theatre comprises of a Main Stage (340), Studio (120) as well as a technical workshop, rehearsal space, dressing rooms areas dedicated to wardrobe and props and a licensed bar. From 2024 we the Crescent is operating The Old Rep Theatre consisting of an auditorium for 385 spread across stalls and a balcony. We have a thriving membership of over 250 members who make up our Crescent Theatre Company, producing around 15 productions every year. The sustainability of the company depends on the success of our extensive external hire operations, which contribute the greater proportion of our income.

Job Objectives

We are looking for a Duty Manager who is sympathetic to the needs of an amateur theatre company with the drive to provide consistently friendly and efficient customer service, creating a warm and welcoming atmosphere to all of our customers, with the key aim of retaining and attracting new customers.

In addition, as a member of the Front of House team, you will be responsible for the maintenance, cleanliness, and compliance of the Crescent's bar.

Essential Qualities

- Proven ability to provide a consistently high level of customer service
- Proven experience in working in an arts venue
- Constant vigilance
- Enjoy working with the public
- Excellent time keeping
- Taking responsibility for your role
- To work well under pressure and time constraints
- Good spoken English
- Work well as part of a team
- Ability to work evenings and weekends

Skills

- Accuracy and professionalism
- Being observant and practical
- Communication and listening
- Discretion and honesty
- Flexibility and diplomacy
- Handling drunk/difficult clients
- Having a sense of humour
- Good numeracy and experience of cash handling
- Organisation and preparation

Preferable Qualities

- Experience in hospitality
- Interest in theatre
- Knowledge and experience of bar management
- Previous Duty Management experience

Role & Responsibilities

Customer Service	<ul style="list-style-type: none">• Deal politely and efficiently with members of the public at all times, and maintain high standards of customer service. Act as the main point of contact for any customer queries or complaints during events.• Ensure the theatres and all events within them operate smoothly and efficiently, resolving any issues as they arise, liaising with the senior team where appropriate• Always be visible, professional, helpful and smart during show shifts• Act as the main front of house point of contact for all visiting companies in the building.• Be aware of access requirements of the audience and accommodate them, communicating with Box Office to check house numbers and wheelchair users• Serve and present beverages, quickly and efficiently in a warm and friendly manner• Keep up to date with current promotions and new products and make customers, staff and members aware of offers on our product range, upselling to customers as appropriate
Health & Safety	<ul style="list-style-type: none">• Be familiar with and adhere to all Health & Safety policies and procedures, including Fire Evacuation Policies• Adhere to and enforce all company policies and procedures including rules relating to venue licensing laws• Ensure that all members and paid staff are suitably trained in all aspects of their role including fire evacuation procedures for each shift• Carry out pre walk rounds of the buildings rectifying any immediate health and safety concerns• Report and record any building faults immediately• Ensure that all capacity guidelines for venues are observed and enforced• Act as the central role in building evacuation and emergency procedures during an event• Ensure the building is secure at the end of the night.• Assist Box office staff on busy shifts with incoming audiences in the foyer
Line Management & Training	<ul style="list-style-type: none">• Carry out instructions as given by the management team• Undertake any training deemed necessary by the Management as pertinent to the role• Undertake any duties that may reasonably be requested by the Theatre Management or Board Members• Help with all Front of House activity as required by the Theatre Management• Supervise all Bar Stewards, FOH Ushers and volunteers and oversee the Front of House operations during a show shift• Monitor Front of House staff's performance to ensure they maintain and deliver a high standard of appearance, customer service, timekeeping and general discipline on shift, feeding back as required• Ensure all staff are doing their job correctly and that the theatre and all within the building are safe and secure• Lead by example• Induct and train stewards as required, monitoring their performance and feeding back through appropriate channels (for stewarding, bar and coffee roles)• Hold Front of House briefings before every show shift for all staff/members, ensuring that they are up to date and confident on current evacuation

	<p>procedures</p> <ul style="list-style-type: none"> ● Be sensitive to the challenges and rewards of working with volunteers
Communication	<ul style="list-style-type: none"> ● Ensure that all relevant information is passed on to colleagues and messages passed on in line with company procedures ● Complete any required Front of House administrative duties including show and shift reports ● Liaise with all other departments to provide assistance and support where necessary ● Communicate with Stage Management/Venue Technician throughout a show ● Report and feedback to the Theatre Management anything you deem to be relevant in a timely manner ● Liaise with any external hospitality suppliers required for events (e.g catering) as their main contact on site on the day
Cash Handling	<ul style="list-style-type: none"> ● Follow in house procedures for cashing up and the use of floats and discuss/investigate discrepancies as required ● Ensure that the security of cash and stock is protected ● Allocate floats to staff and members ● Complete end of day cashing up operations for all front of house commercial activity
Stock	<ul style="list-style-type: none"> ● Liaise with the Bar Staff on the provision of floats, change, stock levels, renewal of till rolls etc. throughout a shift ● Undertake stock checks and ordering as directed ● Undertake a monthly stock take as directed
Cleaning	<ul style="list-style-type: none"> ● Ensure that bar staff are carrying out their duties and maintaining the cleanliness of the bar areas, tables and chairs, toilets, serving counters, table talkers, glasses, and stock cupboards at all times and using the correct cleaning materials ● Ensure all Front of House areas and performance venues are presentable to the public. ● Undertake beer line cleaning & oversee cleanliness of Bars
Misc.	<ul style="list-style-type: none"> ● Comply with in house uniform standards at all times when customer facing ● Any other ad hoc tasks requested by the Theatre Manager to support the business operation

Skills & Experience

Essential	<ul style="list-style-type: none"> ● Proven ability to provide a high level of customer service ● An eye for detail and ability to be constantly vigilant ● Confidence in conflict management, including handling challenging customer situations ● Excellent communication skills, a warm demeanour, and good spoken and written English ● Enjoys working with the public ● Is energetic, enthusiastic, and committed to the role and the organisation ● Demonstrates an appreciation/understanding of the organisation's goals and direction ● Proven experience of the ability to work under pressure to tight deadlines in a fast paced environment. ● Is flexible and proactive with the ability to react positively to unexpected circumstances ● Demonstrates creative and imaginative responses to problem solving ● Meets deadlines and displays strong time management and organisational skills ● Demonstrates reliability, trustworthiness, and good time keeping ● Can think and act rationally and maturely, weighing up information, issues, and
------------------	--

	<p>evidence to draw balanced conclusions</p> <ul style="list-style-type: none"> ● A willingness to get 'stuck in' ● Is able to learn from experience and knows when to ask for support and advice ● Strong ability to work as part of a team and unsupervised ● Strong leadership and organisational skills ● Maintains the confidence and mutual respect of colleagues at all levels ● Is able to work as team with other colleagues to work collectively towards objectives ● Creates open and supportive team climate ● Projects appropriate professional image ● To be confident in building evacuation good practice and have a good knowledge of health and safety ● Proven strong numeracy skills and experience of cash handling procedures and good practice ● Basic IT skills with the willingness to learn new software and systems ● An appreciation of good stock rotation procedures and practice ● Available to work regular evenings and weekends ● Experience as a supervisor/team leader
Desirable	<ul style="list-style-type: none"> ● Experience in an arts venue ● Experience in hospitality ● Interest in theatre ● Experience of volunteer management ● Experience in bar management ● Experience in cellar management ● Experience in duty management

Terms and Conditions

The basic working week will be Sunday to Saturday according to the organisation's needs, with a mixture of morning, matinees, or evening shifts.

Bank Holidays are considered a normal working day and if worked then annual leave in lieu will be permitted.

The post holder will be expected to adopt a flexible approach to the requirements of the position, including honouring the theatre's commitments outside normal working hours and public holidays.

LINE MANAGER:	Front of House Supervisor
HOURS:	0 hours, as required
RATE:	£12.35 per hour for Duty Manager, £12.05 for Bar Steward & FOH Usher